

SUBWAY®

Elevates Business Strategy with UltiPro's Cloud Platform



Company Profile:

Headquartered in Milford, Connecticut, and with regional offices in Amsterdam, Beirut, Brisbane, Miami, and Singapore, the SUBWAY® restaurant chain ranks as the world's largest submarine sandwich franchise, with more than 34,000 locations in 98 countries.

In the 2010 Zagat® Fast Food Survey, the SUBWAY® brand was ranked #1 by consumers in the Most Popular, Top Service, and Healthy Options categories for food brands with 5,000 or more locations. The SUBWAY® restaurant system is an affiliate of Franchise World Headquarters, LLC.

The Challenges:

Previously, SUBWAY® headquarters had been using a payroll service bureau for its U.S.-based payroll processes as well as in-house databases and spreadsheets to store and manage HR data.

With hundreds of employees to handle worldwide, the HR team had difficulty tracking and managing global talent acquisition because the company didn't have one solution that could centralize the process.

The company wanted to streamline its end-to-end HR processes as well as enhance the HR team's ability to recruit and retain a high-performance workforce.

The Solution:

SUBWAY® has experienced a range of improved business outcomes—including significant enhancements to its processes for recruitment, performance management, and compensation—since consolidating its HCM processes with UltiPro.

With a convenient cloud platform for HCM, SUBWAY® transformed its multinational talent acquisition by delivering global recruitment metrics as well as improved collaboration and communication among executives, HR, and managers.

"UltiPro's capabilities for strategic recruitment are phenomenal. The flow of information is faster and more accurate, so everyone across our company has the information they need to hire more quickly than ever," said Lisa Shea, assistant director of HR for SUBWAY® and Franchise World Headquarters.

Ultimate
SOFTWARE
People first.

The Customer

SUBWAY®

Industry

Hospitality

Number of Employees

1,200

Key Benefits

- Delivers on-the-spot metrics and analytics for global recruitment
- Provides more expedient, consistent, and secure process for performance management across a multinational business
- Significantly reduces paper usage and related costs through automated talent management

“Plus, we now have the ability to stay on top of what’s happening with our talent acquisition in international locations. Our recruitment team in HR loves UltiPro.”

SUBWAY® also rolled out UltiPro’s performance management to its global locations, and Shea has already seen substantial cuts in the paper, time, and efforts that were associated with talent evaluation processes.

Previously, the HR team emailed self-evaluations that employees completed and gave to managers who printed them and sent the hard copies to a series of approvers, who then returned the documents to HR for entry into its databases.

Today, these steps for performance management are conveniently and cost-effectively automated with UltiPro’s workflow—providing a more expedient, consistent, and secure talent appraisal process for all involved.

“We’ve really just scratched the surface of UltiPro’s full value. We will be leveraging even deeper functionality for our talent management process, and we expect the strategic gains to expand as more of our workforce uses the solution,” said Shea.

“We are already astonished at the amount of paper and the related costs that we have been able to reduce by automating talent management through UltiPro.”

With a corporate objective for environmental sustainability, SUBWAY® headquarters is reducing its carbon footprint in stores and offices around the globe. Shea believes that UltiPro has helped the company make huge strides toward green business processes and more eco-friendly HR operations.

“Before we had UltiPro, our payroll manager started every pay period by printing a piece of paper for every supervisor who managed non-exempt employees. The paper was sent to the managers, who would then make any changes and return the revised documents to us for data entry,” said Shea.

“Now our payroll manager runs one report, and she is ready to process payroll from start to finish with a Web browser, including time collection, pay calculations, GL reporting, and check generation and direct deposit advices.”

“UltiPro is providing new levels of control, saving us approximately 10 hours of tactical work each week. Plus, there’s zero footprint as we have eliminated the need to print and handle tons of paper.”

Because time management, recruitment, and performance management are now aligned with the UltiPro solution, SUBWAY® managers have more access to employee information than ever before.

“Our managers are very pleased to have instant reports available to help them improve their jobs and the productivity of their employees. Everyone can access the same information real-time because the different workforce elements, including the ones in global locations, are relayed through UltiPro’s single platform,” said Shea.

“Ultimate Software definitely delivered the end-to-end solution we were looking for, and UltiPro is providing an accelerated way for us to connect and engage employees with our overall strategy.”



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Lisa Shea

Assistant Director of HR

SUBWAY® Restaurant System

Affiliate of Franchise World Headquarters, LLC

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